



Marketing Update!

ReserveAmerica (RA) shipped NRRS Field Tool Kits to Regional Coordinators the week of June 12! Each Coordinator receives 10 copies of the Tool Kit for distribution to concessionaires and Forest Service NRRS participants. The Tool Kit features various types of specific information to assist with customer inquiries about the NRRS. The Tool Kit contents (with exception of the media collage) are available on the web at <http://team-nrrs.usace.army.mil/marketing/toolkit>.

ReserveAmerica is currently producing a full color NRRS brochure and poster, with delivery expected by the end of June. The target distribution points for the brochure are welcome and visitor/information centers. For a preview of the poster, check the team website!

ParkSuite 2000

The Army Corps of Engineers is testing ParkSuite 2000 at three sites currently. Ten additional sites will be testing this month. Preliminary results are very positive with the Operator Shift Manager the biggest enhancement of the software. Agency release is planned for this fall!! ☺

NRRS Contacts

R1 - Pat Antonich (406) 329-3586
R2 - Randy Wilkerson (303) 275-5359
R3 - Dennis Garcia (505) 842-3443
R4 - Vicki Lawson (801) 625-5205
R5 - Karen Finlayson (530) 647-5393
R6 - Gail Throop (503) 808-2443
R8 - John Cameron (850) 942-9389
R9 - John Cameron (850) 942-9389
R10 - Don Fisher (907) 586-7861
NCMO - Carol Holtz (802) 747-6755
Helpdesk - (877) 345-6777
<http://www.reserveusa.com>
<http://www.team-nrrs.usace.army.mil>

Facility of the Month

Quaking Aspen Campground



Quaking Aspen Campground is located in the Giant Sequoia National Monument on the Sequoia NF, 27 miles east of Springville, CA, at an elevation of 7,000 feet. The campground was named for the fabulous aspen trees that grow in the area. These trees are a shimmering brilliant green in the spring and deep russet-gold in the fall. There are 32 single-family units (2 are accessible). Some units accommodate recreational vehicles up to a maximum length of 24 feet. Facilities include potable water, tables, and BBQ stoves. Adjacent to the campground are group sites that include three 12-person sites, two 25-person sites and two 50-person sites. You can hike the Summit Trail, which passes right through the campground, climbing Slate Mountain in one direction and heading to the Golden Trout Wilderness in the other or you can hike the Freeman Creek Trail, which meanders through Freeman Sequoia Grove and into the Golden Trout Wilderness. Fire lookouts in the area offer visiting and views during the summer season! Our thanks to **Denise Alonzo and the Sequoia NF** for nominating this exceptional facility!

Customer Satisfaction Surveys

The Performance Measures Team has been working on three customer surveys to measure satisfaction of facility managers (both Forest Service and Concessionaire), call center customers and Internet users. The first survey conducted will be concerned with the satisfaction of our facility managers for inventory accuracy, daily arrival reports and Help Desk support. This information is critical to the foundation of the NRRS. Surveys will be conducted at the end of each quarter, and will be for a selected sample of our reserveable facilities. Managers will be contacted by the team and can



look forward to giving input starting in mid-summer. If you have questions or comments, please send them to kfinlayson@fs.fed.us.

NRRS Support/Help Desk

The Help Desk has been revamped this summer to offer improved customer service and access. RA has recently hired six college students as front line representatives on the Help Desk to answer calls and resolve redundant or easy issues. Complex issues are given to the technical research staff to resolve and to contact the field and close the case. Hopefully you have experienced an improvement in service. RA is also in the process of implementing a new software program, which is expected to greatly improve the effectiveness of service level, and the tracking and reporting of issues.

Call for Nominations!

Each month the NRRS News highlights a "Facility of the Month". If you would like to showcase your facility, please send electronic photo and a description of 140 words or less to jbradley02@fs.fed.us.

COR CORNER

The new cancellation policy is now effective. The change to a two-tiered system required extensive changes to the program scheme and, consequently, took longer than we had hoped. This policy allows the public to cancel family recreation facilities three (3) days or more prior to date of arrival (including the arrival date) for a \$10.00 service fee. Group sites must be cancelled fourteen (14) days (including the arrival date) in advance. After these dates, the customer is charged the first night's use fee in addition to the \$10.00 service fee to cancel the reservation. This is a change from the single cancellation policy allowing family and group site customers to cancel up to the day of arrival with only the \$10.00 service fee. Reservations made prior to June 13, will be under the old cancellation policy.

We have noted and verified that there are "pending" payments appearing on Daily Arrival Reports. The primary reason for this is the fact that customers who have sent in certified checks or money orders for their reservations frequently neglect to write their complete reservation number on the check. When these checks are processed at the bank, they are "excepted" from the auto match system. These "exceptions" must then be individually researched by the NCMO staff to find a matching reservation in the CRS system. As you suspect, this is a time consuming and labor-intensive process and the customer may appear on the DAR with a pending reservation before it is resolved. We have initiated several remedies for resolving this problem. (1) We have requested and are working with RA on a contract modification, which will direct customers to send their checks directly to the call center where they can be posted quickly upon receipt. This will be implemented when the mod is signed and processes are in place later this summer. (2) Until the mod is effective, we have initiated a process by which if a check is not posted within 13 days of the reservation arrival date, Customer Service will call the customer to determine if payment has been sent. Based upon the customer's response, a credit card will be requested for immediate payment; reservation cancelled; or the issue reported to the NCMO for a one-day resolution. Bottom line is that a reservation should be confirmed or cancelled in less than 16 days after the reservation is made by check. If in doubt, call Customer Service.

That's all for this month! Hope you are having a good summer!

Carol

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